GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:5100
ANSWERED ON:20.04.2001
CONSUMER PROTECTION ACT
ALE NARENDRA;KAMBALAPADU E. KRISHNAMURTHY

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government have any plan to spend 28 crore for setting up consumer awareness centres across the country in the next five years to ensure expeditious settlement of over 16 lakh consumer grievances pending at various platforms;

(b) if so, the details thereof, location-wise; and

(c) if so, the time by which amendment are likely to be made?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION(SHRI SHRI CHAUHAN)

(a), (b) & (c): There is a proposal for setting up of District Consumer Information Centres (DCIC) in each district in the country in a phased manner over a period of five years. Each center will be run by the Zilla Parishad or Voluntary Consumer Organization identified and recommended by the concerned State Government/UTAdministration. The State Governments/UT Administrations have been requested to recommend applications accordingly. The financial requirement for the establishment of these centres is estimated at around Rs. 28 crores and will be met from assistance to be provided from the Consumer Welfare Fund.

The DCICs are intended to provide guidance and information to the consumers and their work will have no bearing on the disposal of complaints filed before the Consumer Disputes Redressal Agencies under the Consumer Protection Act, 1986.